

TITLE 4. BUSINESS REGULATIONS.  
DIVISION 18. CALIFORNIA GAMBLING CONTROL COMMISSION.  
CHAPTER 7. CONDITIONS OF OPERATION FOR GAMBLING ESTABLISHMENTS.

ARTICLE 3. ~~[RESERVED]~~ MINIMUM INTERNAL CONTROL STANDARDS (MICS)  
FOR GAMBLING ESTABLISHMENTS.

**§ 12396. Security.**

(a) The policies and procedures for all Tiers shall meet or exceed the following standards for security:

(1) All gambling activity shall be closely monitored and controlled.

(2) Access to restricted areas of the gambling establishment by unauthorized gambling establishment employees or other individuals shall be closely controlled.

(3) Licensees shall ensure that adequate lighting is provided for all gambling establishment entrances and exits, and all attached parking areas.

(4) Licensees shall file an incident report with the Bureau whenever someone attempts to or succeeds in committing a felony or misdemeanor crime including, but not limited to: suspected cheating, suspected employee or patron embezzlement/theft, suspected drug dealing, suspected loan sharking, suspected prostitution, suspected passing of counterfeit currency or checks, or gang-related activities based on the person's or persons' actions while at or in the gambling establishment. An incident report shall be filed within 72 hours of the occurrence of the event and include, when available and/or applicable, the following information:

(A) The date and time of the incident or event.

(B) The identity of each perpetrator or suspect, including the following:

1. Full name.

2. Address.

3. Date of birth.

4. Driver license or identification card number.

5. Social Security number.

6. Telephone numbers (home, work, cell).

7. Photograph.

8. Physical description.

9. Vehicle license number or description.

(C) Law enforcement report number.

(D) Detailed description of the event or suspected incident, including an identification of any witnesses and a description of any evidence.

(5) Except as otherwise provided, licensees shall install and maintain for each department, unit or operation a separate, secure key control box for the storage and safeguarding of all keys and/or access code cards associated with the department, unit or operation; e.g., keys to the gambling establishment, restricted areas of the gambling establishment, and any fixtures, appurtenances and equipment used in the gambling operation, including but not limited to gambling tables and drop boxes. This paragraph does not apply to an individual licensee, who does not employ, except in unforeseeable exigencies, more than one person or any person except members of his or her immediate family. For the purposes of this paragraph, "immediate family member" means spouse, child, stepchild, brother, stepbrother, sister, stepsister, mother, stepmother, father, or stepfather.

(6) All key control boxes shall meet or exceed the following requirements:

(A) The key control box shall have a minimum of one keyed locking mechanism. A coded key lock or a mechanical or electronic combination lock is acceptable.

(B) The key control box shall be fire resistant.

(C) The key control box shall be tamper proof.

(D) The key control box shall be securely attached to a permanent structure within the gambling establishment. The hardware used to attach the box shall not be visible or accessible externally.

(E) The location of a key control box shall not permit an individual to gain access to a restricted area that he or she would otherwise not be allowed to enter. If a key control box is located in an area where an unauthorized individual has access, that person may only have custody of the key and open the key control box in the presence of the key custodian; or while under recorded video surveillance. A key control box shall not be located in any count room or count area of the gambling establishment.

(F) All keys stored within a key control box shall be easily identifiable and individually labeled.

(G) Access to a key control box shall be limited to the licensed gambling establishment employee(s) responsible for overall supervision or management of the department or operation for which the key control box is maintained.

(H) A key control log shall be maintained for each key control box. The key control log shall document the issuance and return of all keys used to control access by gambling establishment employees to restricted areas of the gambling establishment, or any fixtures, appurtenances and equipment, associated with the department or operation.

(7) Licensees that utilize coded mechanical or electronic locking devices to secure the gambling establishment, restricted areas of the gambling establishment, or any fixtures, appurtenances and equipment used in the gambling operation, shall maintain a list of all access codes and/or combinations, as applicable, and the names of all gambling establishment employees who possess any code or combination, or who control the mechanism to open any of the locks. The list shall be:

(A) Continuously maintained while current, at a minimum, in a permanent, written form and dated as of the date created or updated;

(B) Updated as changes in the information contained in the list changes;

(C) Kept in a secure, locked receptacle, such as a key control box, safe, file drawer or similar container; and

(D) Retained for a minimum of one year after the list has been updated, except that if an additional electronic copy of the list is maintained, it shall also be retained for a minimum of 7 years.

(b) In addition to the requirements of subsection (a), the policies and procedures for Tiers III through and including V shall meet or exceed the following standards for security:

(1) Licensees shall have at least one uniformed security officer who shall patrol all attached parking areas of the gambling establishment. Any security officer, whether an employee, agent or contractor of the licensee, who is a gambling enterprise employee as defined in subdivision (m) of section 19805 of the Business and Professions Code, shall be required to hold a work

permit pursuant to paragraph (1) of subdivision (a) of section 19912 of the Business and Professions Code, and Chapter 2 of this division. A security officer whose scope of employment limits his or her duties exclusively to patrol outside the licensee's gambling establishment shall not be required to hold a work permit under these regulations.

(2) Licensees shall install and maintain an adequate backup generator to provide for the continued operation of lighting systems, information systems, and surveillance and recording systems during power outages.

(c) Licensees shall establish and implement the applicable standards for security specified in subsections (a) and (b) no later than [the first day of the first full month six months following the effective date of this section].

NOTE: Authority cited: Sections 19840, 19841 and 19924, Business and Professions Code. Reference: Sections 19841, 19912, 19922 and 19924, Business and Professions Code.

**§ 12397. Surveillance.**

(a) The policies and procedures for all Tiers shall meet or exceed the following standards for surveillance:

(1) Licensees shall install and maintain, on site in their gambling establishment, a surveillance system with video recording and closed circuit television (CCTV) monitoring capabilities, to record critical activities related to the licensees' gambling operations. The surveillance system shall, at a minimum, record the gambling activity, the drop collection and count processes, the cage and cashier activities, all attached parking areas, and the gambling establishment entrances and exits. The video recording equipment shall include date and time generators which shall display the current date and time of recorded events on videotape or digital recordings. The displayed date and time shall not significantly obstruct the view of recorded images. The surveillance system may have remote, off-site access capabilities, but only in addition to any on-site systems required by this section.

(2) The surveillance cameras utilized in the surveillance system to satisfy the requirements of paragraph (1) with respect to recording the gambling activity, the drop collection and count processes, and the cage and cashier activities, shall be capable of recording, with sufficient coverage and clarity, the identity of patrons, dealers, wagers, cards, and game outcome.

(3) All surveillance recordings shall be made in real time mode, at a minimum speed of 30 frames per second, except that recordings of the gambling establishment parking areas, and the gambling establishment entrances and exits may be recorded in time-lapse mode, at a minimum speed of 15 frames per second.

(4) Each gambling table must have clear surveillance coverage at all times of operation.

(5) The surveillance equipment shall be installed in a manner that prevents it from being readily obstructed, tampered with or disabled by patrons or employees. The surveillance system shall be checked daily to ensure that all surveillance equipment is functioning properly.

(6) Employees shall not intentionally obstruct surveillance system equipment.

(7) Reasonable effort shall be made to repair malfunctioning surveillance equipment within 72 hours of the discovery of the malfunctions.

(8) If a digital video recording (DVR) system is utilized, the system shall meet the following standards:

(A) The DVR system shall have a failure notification system that provides an audible, as well as a visual notification of any failure in the surveillance system or the DVR media storage system.

(B) The DVR system shall have a media storage system that is configured so that a failure of any single component will not result in the loss of any data from the media storage system.

(C) The DVR system shall have the capability to reproduce all or any portion of the stored data from the media storage system for retention by the licensee in the event that the original data is taken into custody and removed from the gambling establishment pursuant to paragraph (11) of this subsection.

(D) A single DVR system shall not have more than 8 cameras required by the standards of this section, unless the DVR system has an appropriate backup system to ensure that there is no loss of data in the event of a failure of the primary DVR system or any single component of that system.

(9) Videotapes or other recording media shall be marked to denote the activity recorded.

(10) Unless otherwise requested by the Bureau, all recordings shall be retained for a minimum of fifteen complete days of operation, except that recordings of evidentiary value shall

be retained for a minimum of 90 days. Recordings of any criminal offense shall be retained indefinitely, or until the Bureau authorizes their disposal.

(11) Immediate access to the surveillance room and/or any area where surveillance equipment is installed and maintained or video and/or audio recordings are stored shall be provided to Bureau staff and law enforcement personnel upon request. The Bureau may, pursuant to subparagraph (D) of paragraph (1) of subdivision (a) of section 19827 of the Business and Professions Code, take custody of and remove from the gambling establishment the original of any video and/or audio recording, including any digital recording, required to be made and maintained pursuant to the Act or this division. Upon reasonable request of the licensee or the licensee's authorized representative, a copy of the recordings may be made and left on the premises if copying equipment is available to enable Bureau staff to make copies. If copying equipment is not available to Bureau staff, upon reasonable request of the licensee or the licensee's authorized representative, a copy of the recordings will be provided to the licensee at the licensee's expense, unless the Bureau waives its costs of providing the copies.

(12) Licensees shall display in a place and manner conspicuous to all patrons entering and exiting the gambling establishment, a sign containing the following statement printed in bold lettering of sufficient size to be visible and readable from a distance of at least 20 feet: **"All Activities, Entrances and Exits Are Subject to Video and Audio Recording."** The lettering and background shall be of contrasting colors, and the sign shall comply in all respects with the requirements for warning and/of safety signs, if any, of the local jurisdiction.

(b) The policies and procedures for Tiers IV and V shall meet or exceed the following standards for surveillance:

(1) Licensees shall establish a surveillance unit separate and apart from the security department. The head of each shall be responsible to and report to a different supervisor and the surveillance personnel shall have no other gambling-related duties.

(2) Licensees shall establish and maintain a separate surveillance room. At least one surveillance employee shall be present in the surveillance room and actively monitoring the gambling operations, via the surveillance room equipment, at all times when the gambling establishment is open to conduct gambling activity. No gambling activity may take place when a

surveillance employee is not present in the surveillance room and actively monitoring the gambling operations.

(3) The surveillance room shall have controlled access and be accessible solely by the employees of the surveillance unit assigned to monitor gambling activity. Any other persons granted access to the surveillance room must log in and out in a surveillance room visitor log, provide the purpose of the visit, and be accompanied at all times by a surveillance unit employee.

(4) No entrance or exit door of a surveillance room shall be readily observable or accessible from the gambling operation area.

(5) Count room surveillance shall include closed circuit television (CCTV) monitoring, video recording, and audio recording.

(6) Licensees shall maintain a record of all surveillance activity in the surveillance room in a surveillance activity log. The surveillance activity log entries shall be made by surveillance personnel and shall include, at a minimum, the following:

(A) The date and time of commencement of the surveillance,

(B) The printed name(s) of the person(s) conducting the surveillance,

(C) The date and time of termination of the surveillance,

(D) A summary of the results of the surveillance,

(E) A record of any medical emergency event and/or law enforcement event, including any incident number generated by the responding entity;

(F) A record of any equipment or camera malfunctions during the surveillance,

(G) The time(s) of drop collection,

(H) The time of count procedure(s), and

(I) The dates and times of patron disputes, if any.

(7) Each gambling table must have a dedicated camera, meeting the requirements of paragraph (2) of subsection (a), providing clear surveillance coverage of the gambling activity at all times of operation. In addition, one Pan/Tilt/Zoom (PTZ) camera that will pan the faces of patrons and dealers for identification at a minimum of once per hour during gambling operation, must be installed for every four or fewer authorized tables present in any gambling operations area of the gambling establishment.

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(c) Licensees shall establish and implement the applicable standards for surveillance specified in subsections (a) and (b) no later than [the first day of the first full month six months following the effective date of this section].

NOTE: Authority cited: Sections 19840, 19841 and 19924, Business and Professions Code. Reference: Sections 19827, 19841, 19922 and 19924, Business and Professions Code.

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